

ASHISH KUMAR

(IT Technical Support)

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Bachelor's in information technology with 7 years of experience in IT Infrastructure and Technical Support fully utilizing strong customer service attitude, exceptional organizational ability, and technical skills. Provide **Technical Support** service to more than 350 users locally and three different states of India with 50 UK users via chat, voice or anydesk.

Good knowledge and working on office 365 platform to support office 365 mailbox, sharpint, Microsoft teams etc, VMware, AD, Hyper-V, Handling Sequire Antivirus, Bandwidth Management etc

Good Knowledge of Project Management, Project Scheduling and Data Collection.

Responsible for maintaining **MIS** of the company.

Education:

- Passed **Diploma in Management** from IGNOU in 2016 with 63%
- Passed **Bachelor of Technology in IT** from PTU in 2012 with 71 %
- Passed **Senior Secondary Education** from PSEB in 2008 with 58.7%
- Passed **Secondary Education** from CBSE in 2006 with 83%

Work Experience:

Braithwaite and Company Limited {ITEngineer}

(A PSU, under Ministry of Railway- Govt. of India)

***July 2014- Till Now**

Roles and Responsibilities in "IT-EDP/ERP"

- Analysing, implementing, operating, and managing software, networks and computer systems through all phases of a life cycle.
- Application Configuration (Project based)
- MS 365, AD, VMware etc related issues.
- Dedicated responsible to make availability of all computer resources.
- Installation of all Operating Systems i.e XP, Vista, Win7-10, Server.
- Install and Management of Window's Updates, patches & Licensing.
- Maintaining all the License software of the company
- Installing & Maintaining Securite Antivirus.
- Handling 350 users locally and three different states of India with 50 UK users via chat, voice or anydesk.
- Responsible for the design of Customized ERP and testing of same of ERP systems through to their implementation, including the evaluation of strategies for such elements as Hardware, Software, Purchase, Finance, Production, Inventory & HRA
- Maintaining MIS report of the company.
- Managing CCTV
- Active Directory Management including user creation/deletion/modification/assigning permission/making groups/Microsoft Teams using office 365 admin portal.
- Permission related to Office 365 Mailbox accounts permission & deletion.
- Share Point Creation/deletion and modification as per the different department requirements.
- Installation and configuration of Java, Oracle, and other software
- Providing L1 Support for troubleshooting problem related to Windows Server OS.
- Creating & Managing Live Meeting sessions.
- Managing the installation and troubleshooting of Network printer.
- Providing remote support via Any desk, TeamViewer & Net Meeting.
- Plan, organize, manage, monitor, and evaluate the different activities related to computer systems and electronic processing of information.
- Manage work teams responsible for ensuring the quality and operation of computer systems, software, telecommunications, networks, and computer systems.
- Train team members.
- Establish rules and procedures to enable the proper implementation of IT systems.

Virtual Informatics Pvt. Ltd. {Business development Executive}

Roles and Responsibilities

Feb 2014- June 2014

- Interacting with IT Clients from different Online Portals and Locally regarding Website Development, Application Development (Android/IOS), Game Development, Designing and other IT Projects.
- Business Development i.e. to get business locally and online portals and understand requirement and explain in meeting.
- Project Management i.e. Schedule/Divide the project in the team and make a proper plan to complete with in time period.
- Client Issue Handling i.e. gives proper feedback/update about projects and if there is any issue discuss with them and sort it out.
- Client Relationship i.e. providing a best works on time, listen the clients, keep updating and regularly talk, makes a healthy relation.

Research Web Tech Pvt. Ltd. {Business development Executive}

Roles and Responsibilities

July 2013- Feb 2014

- Interacting with IT Clients from different Online Portals and Locally regarding Website Development, Application Development (Android/IOS), Game Development, Designing and other IT Projects.
- Business Development i.e. to get business locally and online portals and understand requirement and explain in meeting.
- Project Management i.e. Schedule/Divide the project in the team and make a proper plan to complete with in time period.
- Client Issue Handling i.e. gives proper feedback/update about projects and if there is any issue discuss with them and sort it out.
- Client Relationship i.e. providing a best works on time, listen the clients, keep updating and regularly talk, makes a healthy relation.

Skills:

- Strong written and verbal communications.
- Windows 7, 8.1 & 10, Mac
- Remote software i.e. Team Viewer, Any Desk.
- Office 365, AD, Server 2012, VMware, Hyper-V etc
- Ability to work individually and team as well.

Personal Details

Date of Birth: 24-01-1990

Languages Known: English, Hindi Punjabi and Bengali

Interest: Travelling, Social Media, Cricket

Sincerely,

ASHISH KUMAR